

# Ginger Roberts - Search Report

?show files;ds

File 350:Derwent WPIX 1963-2001/UD,UM &UP=200113  
(c) 2001 Derwent Info Ltd

File 344:CHINESE PATENTS ABS APR 1985-2001/Feb  
(c) 2001 EUROPEAN PATENT OFFICE

File 347:JAPIO Oct 1976-2000/Sep(UPDATED 010304)  
(c) 2001 JPO & JAPIO

Set	Items	Description
S1	2983	(CALL OR DATA) (2W) (CENTER? ? OR CENTRE? ?) OR (ORDER OR FULFILLMENT) (2W) (CENTER? ? OR CENTRE? ? OR DESK? ?)
S2	10456	(PURCHASE OR PURCHASES OR ORDER OR ORDERS OR PROCUREMENT OR ACQUISITION OR FULFILLMENT) (3N) (REQUEST? ? OR REQUESTING OR - PLACE OR PLACES OR PLACING OR SUBMIT? OR TRANSMIT? OR TRANSMISSION)
S3	847	(ELECTRONIC? OR INTERNET OR WEB OR CYBER OR ONLINE OR ON() - LINE OR VIRTUAL) (2N) (SHOP? OR RETAIL? OR MALL? ? OR CATALOG?) OR "E"() (SHOP? OR TAIL?) OR TEleshop? OR VIDEOTEXT(2N) SHOP?
S4	342637	BUYER? OR SHOPPER? OR CONSUMER? OR CLIENT? OR INDIVIDUAL OR PERSON OR CUSTOMER? OR PURCHASER? OR VENDEE? ? OR PATRON? ?
S5	2441182	ITEM OR ITEMS OR GOODS OR PROPERTY OR PRODUCT? ? OR CAR OR CARS OR VEHICLE? ? OR AUTOMOBILE? ? OR AUTO OR HONDA OR VOLVO OR TOYOTA OR MERCHANDISE
S6	80807	PRIORITY OR PRIORITIZ? OR PRIORITIS? OR STATUS OR RANK?
S7	1413777	("A" OR "B" OR "C" OR "1" OR "2" OR "3") (3W) (IMMEDIATE OR - SERIOUS OR FUTURE OR ASAP OR HIGH OR LOW OR AS() TIME() PERMITS OR TOP)
S8	1187	(ACTION? ? OR TASK? ? OR "TO"() DO OR ACTIVITY) (5N) (CALL OR DELIVERY OR E() MAIL OR EMAIL OR FOLLOW() UP OR FOLLOWUP OR TEST() DRIVE? ?)
S9	8534	SELLER? OR DEALER? OR MERCHANT? OR VENDOR? OR MANUFACTURER? OR WHOLESALER? OR RETAILER? OR VENDER? OR MERCHANDISER? OR TRADER?
S10	394	SALES() MANAGER? ? OR SALESMANAGER? ? OR SALES() PERSON OR SALES() REP? OR SALESMAN OR SALESWOMAN OR SALESPERSON OR MARKETING() REP? OR CONTACT() PERSON
S11	517	(S1:S3) AND ((S5 OR ORDER? ? OR CALL? ? OR LEAD? ?) (3N) S6)
S12	72	S7 AND S11
S13	0	S8 AND S12
S14	0	S10 AND S12
S15	2	S8 AND S11
S16	74	S12 OR S15
S17	33	S16 AND IC=G06F
S18	0	S17 AND PR=19990201:99999999
S19	0	S16 AND IC=G06F-017
S20	39	(S4 OR S9 OR S10) AND S11
S21	37	S20 NOT S17
S22	22	S21 AND IC=G06F
S23	2	S22 AND PR=19990201:99999999
S24	20	S22 NOT S23

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24/5/6 (Item 6 from file: 350)  
 DIALOG(R) File 350:Derwent WPIX  
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011728888 \*\*Image available\*\*  
 WPI Acc No: 1998-145798/199813  
 XRPX Acc No: N98-115326

**Electronic mail system for automatic supply of status updates - has server on Internet periodically monitoring delivery state of order and automatically generating email of current status**

Patent Assignee: ONSALE INC (ONSA-N)

Inventor: FISHER A S; KAPLAN S J

Number of Countries: 079 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9806049	A1	19980212	WO 97US13567	A	19970731	199813 B
AU 9739045	A	19980225	AU 9739045	A	19970731	199829
EP 978075	A1	20000209	EP 97936357	A	19970731	200012
			WO 97US13567	A	19970731	
US 6047264	A	20000404	US 96695095	A	19960808	200024
			US 96725635	A	19961008	
JP 2000503790	W	20000328	WO 97US13567	A	19970731	200026
			JP 98508092	A	19970731	

Priority Applications (No Type Date): US 96725635 A 19961008; US 96695095 A 19960808

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9806049 A1 E 19 G06F-017/60

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW

Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

EP 978075 A1 E G06F-017/60 Based on patent WO 9806049

Designated States (Regional): AT BE CH DE DK ES FR GB IT LI LU NL SE

US 6047264 A G06F-015/21 CIP of application US 96695095

JP 2000503790 W 29 G06F-013/00 Based on patent WO 9806049

AU 9739045 A G06F-017/60 Based on patent WO 9806049

Abstract (Basic): WO 9806049 A

The commercial system tracks **customer orders** and issues email **status** messages. A **customer** places an **order** either directly through the Internet or via an operator (300). The **customer** supplies an email address and this is associated with the order on a server (250). The server can be connected to the Internet. Periodically the server places requests on the shipping agent to identify the **status** of the **order**.

A separate routine periodically examines the **order** or transport **status**. When this has changed the system automatically generates an email containing details of the status change. This is then send to the **customer**.

ADVANTAGE - Helps with **customer** loyalty by providing **order status** information without proactive effort by the user.

Dwg.1/5

Title Terms: ELECTRONIC; MAIL; SYSTEM; AUTOMATIC; SUPPLY; STATUS; UPDATE; SERVE; PERIOD; MONITOR; DELIVER; STATE; ORDER; AUTOMATIC; GENERATE; CURRENT; STATUS

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Derwent Class: Q35; T01; W01

International Patent Class (Main): **G06F-013/00 ; G06F-015/21 ;**  
**G06F-017/60**

International Patent Class (Additional): B65G-001/137

File Segment: EPI; EngPI

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24/5/4 (Item 4 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
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012626370 \*\*Image available\*\*  
WPI Acc No: 1999-432474/199937  
XRPX Acc No: N99-322013

Client request schedule and dispatch apparatus for execution by server  
object in heterogeneous object orientated client server computing  
environment

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC ); IBM CORP (IBMC )  
Inventor: FREUND T; HOUSTON I S C  
Number of Countries: 028 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2334116	A	19990811	GB 982294	A	19980204	199937 B
EP 935194	A2	19990811	EP 99300778	A	19990203	199937
CN 1225472	A	19990811	CN 98125972	A	19981231	199950
JP 11259443	A	19990924	JP 999099	A	19990118	199951
KR 99072255	A	19990927	KR 99884	A	19990114	200048

Priority Applications (No Type Date): GB 982294 A 19980204

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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GB 2334116	A	17	G06F-009/46	
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EP 935194	A2 E	9	G06F-009/46	
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT  
LI LT LU LV MC MK NL PT RO SE SI

CN 1225472	A	G06F-009/44
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JP 11259443	A	9 G06F-015/177
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KR 99072255	A	G06F-015/16
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Abstract (Basic): GB 2334116 A

NOVELTY - The apparatus has a scheduling section operating according to a priority determining rule for distributing stored client requests to parallel execution threads.

DETAILED DESCRIPTION - The apparatus comprises a request holding buffer, included in an object adapter (32). This has an input connected to a communications channel, that channels the client request to the apparatus, and an output. There are several execution threads (33a,33b,33c) connected to the output of the buffer, and a scheduling section for distributing the client requests, stored in the buffer to the execution threads.

The scheduling section places the client requests in priority order, based on a priority determining rule applied by a priority determining unit (34). This takes into account the state of the execution threads and the nature of each of the held requests.

USE - For distributed computing in which one computer, or the client, requests another computer, the server, to perform part of the client's work.

ADVANTAGE - Queued client request can be processed in a more efficient and controllable manner, enhancing the predictability of the processing result returned to the client. High priority requests are processed before lower priority requests.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of the server architecture.

Object request broker ORB (31)

Object adapter (32)

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Execution threads (33)

Priority determining unit (34)

pp; 17 DwgNo 3/6

Title Terms: **CLIENT** ; REQUEST; SCHEDULE; DISPATCH; APPARATUS; EXECUTE;  
SERVE; OBJECT; HETEROGENEOUS; OBJECT; ORIENT; **CLIENT** ; SERVE;  
COMPUTATION; ENVIRONMENT

Derwent Class: T01

International Patent Class (Main): **G06F-009/44** ; **G06F-009/46** ;  
**G06F-015/16** ; **G06F-015/177**

International Patent Class (Additional): **G06F-015/16**

File Segment: EPI

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24/5/1 (Item 1 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
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013310611 \*\*Image available\*\*  
WPI Acc No: 2000-482548/200042  
XRPX Acc No: N00-358792

**Product selection assistance method for online shopping using Internet, involves comparing product description and customer expectation data to select optimum data relevant to customers need**

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC )  
Inventor: FACCIORUSSO C; FIELD S; HOFFNER Y; ROBINSON M R  
Number of Countries: 021 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200038090	A1	20000629	WO 99IB1613	A	19991001	200042 B

Priority Applications (No Type Date): EP 98124191 A 19981221

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 200038090	A1	E	27	G06F-017/60	
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Designated States (National): JP KR US

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE

Abstract (Basic): WO 200038090 A1

NOVELTY - The product descriptions relevant to the each **trader** is produced. The expectation data relevant to each product explaining the **customer** desires is produced according to the available descriptions. Both product descriptions and expectations data are compared mutually to select optimum description satisfying the needs of **customer** approximately.

DETAILED DESCRIPTION - The **customers** analysis data representing the **priority** of **products** chosen by the **customer** relevant to the product **trader** is used. The set analysis data and product description is compared to extract optimum product details. The execution speed or cost is computed based on the set parameters relevant to the product service conditions. The database relevant to **customer** and **trader** is executed using CORBA trading object service standard language. An INDEPENDENT CLAIM is also included for product selection assistance apparatus.

USE - For providing assistance to **customer** in online shopping using Internet .

ADVANTAGE - Enables establishing reliable communication between **customers** and product **traders** , thereby facilitates supply of product relevant to the **customers** needs.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic view of product selection assistance system.

pp; 27 DwgNo 1/1

Title Terms: PRODUCT; SELECT; ASSIST; METHOD; SHOPPING; COMPARE; PRODUCT;  
DESCRIBE; **CUSTOMER** ; EXPECTANCY; DATA; SELECT; OPTIMUM; DATA; RELEVANT;  
**CUSTOMER** ; NEED

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

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?t16/4/74

16/4/74 (Item 63 from file: 347)  
FN- DIALOG(R) File 347:JAPIO|  
CZ- (c) 2001 JPO & JAPIO. All rts. reserv.|  
TI- **PRIORITY ORDER** CONTROL SYSTEM  
PN- 52-089437 -JP 52089437 A-  
PD- July 27, 1977 (19770727)  
AU- MAEJIMA HIDEO  
PA- HITACHI LTD [000510] (A Japanese Company or Corporation), JP (Japan)  
AN- 51-005015 -JP 765015-  
AN- 51-005015 -JP 765015-  
AD- January 21, 1976 (19760121)  
IC- -2- G06F-009/18; G06F-003/00  
CL- 45.1 (INFORMATION PROCESSING -- Arithmetic Sequence Units); 45.3  
(INFORMATION PROCESSING -- Input Output Units)  
SO- Section: E, Section No. 70, Vol. 01, No. 150, Pg. 7746, December 05,  
1977 (19771205)  
AB- PURPOSE: To provide reasonable classification of requests wherein every  
required process are performed in accordance with its **priority**  
**order** and even the **request** in a **low priority order** is made  
always possible to be processed within certain time.

?

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?t17/5/all

17/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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012457663 \*\*Image available\*\*  
WPI Acc No: 1999-263771/199922  
XRPX Acc No: N99-196474

Agent within a call center activity monitoring  
Patent Assignee: MCI COMMUNICATIONS CORP (MCIC-N)  
Inventor: ATKINSON W J; BAXTER C A; KALEY C; MCDUFF R; RAVENSCROFT D L;  
SHANKAR G

Number of Countries: 022 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9917189	A1	19990408	WO 98US19780	A	19980923	199922 B
AU 9894031	A	19990423	AU 9894031	A	19980923	199935

Priority Applications (No Type Date): US 97940549 A 19970930

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9917189	A1	E	40	G06F-003/033	
Designated States (National): AU CA JP MX					
Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU					
MC NL PT SE					
AU 9894031	A			G06F-003/033	Based on patent WO 9917189

Abstract (Basic): WO 9917189 A1

NOVELTY - The method involves displaying a graphical user interface (GUI) on the display device. The GUI depicts at least a portion of the physical layout of a **call center** receiving **status** information regarding **activity** of an agent. As part of the GUI, it then requires displaying graphical information about the agent that provides a visual cue of the received status information to a user of the computer system.

DETAILED DESCRIPTION - A computer-telephone integration (CTI) monitoring server (CTIMS) (36) is connected to the CTI server (30) via data link (34). The CTIMS (36) compiles statistical data that is collected from the CTI server (30) into useful data for presentation and management at the supervisor/control workstations (38). CTIMS (36) registers with the CTI server (30) to receive all events that are output by the CTI server (30). Examples of events that are output by the CTI server (30) include events indicating calls received, calls routed, calls answered, and calls disconnected. The CTIMS (36) categorizes the events into groups, such as by agent, by supervisor, by call type, by business type and the like. CTIMS (36) also calculates certain statistics such as average call handling times

INDEPENDENT CLAIMS are included for:

(a) a computer system  
(b) a computer readable medium for holding computer executable instructions for performing a monitoring activity of an agent  
USE - The present invention relates to telecommunications systems and, more particularly, to a monitoring system client for a **call center**, within a **call center**.

ADVANTAGE - The monitoring system may display status information and statistics regarding agent activity as part of a GUI that may include graphical as well as textual information to display the information in a useful and intuitive format. The monitoring system may



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enable a supervisor to view information regarding all of the agents under supervision. In addition, multiple views may be available via the monitoring system. For example, a view that depicts all of the agents in the **call center** may be available as well as views that depict selected subsets of the agents within the **call center**

DESCRIPTION OF DRAWING(S) - The drawing is a block diagram showing a portion of network suitable for implementation this invention.

CTI server (30)

data link (34)

computer-telephone integration (CTI) monitoring server (CTIMS) (36)

supervisor/control workstations (38)

pp; 40 DwgNo 1/11

Title Terms: AGENT; CALL; ACTIVE; MONITOR

Derwent Class: T01; W01

International Patent Class (Main): G06F-003/033

International Patent Class (Additional): H04M-003/22

File Segment: EPI

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24/5/13 (Item 1 from file: 347)  
DIALOG(R) File 347:JAPIO  
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06513868 \*\*Image available\*\*  
RETIREVAL-TYPE RESERVATION PURCHASE SYSTEM

PUB. NO.: 2000-099585 [JP 2000099585 A]  
PUBLISHED: April 07, 2000 (20000407)  
INVENTOR(s): UEHARA KEIICHI  
APPLICANT(s): HITACHI LTD  
APPL. NO.: 10-270901 [JP 98270901]  
FILED: September 25, 1998 (19980925)  
INTL CLASS: G06F-017/60 ; G06F-013/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide an efficient system where product information is retrieved instead of a user and a product which the user desires the most is reserved/ purchased by permitting a generated agent to retrieve a product information database connected to a network based on a product purchase condition.

SOLUTION: At first, a user accesses to a reservation purchase server 3 from a **client** 1 and registers a product purchase condition (user **individual** information, a product retrieval condition, a product purchase budget and the transfer destination of a product). The reservation purchase server 3 starts a product retrieval processing 6 only on a plurality of product information databases 8 as objects. When the product matched with the product purchase condition is detected, product information is registered in a retrieval result temporary storage part 10. When a plurality of products are detected, the **products** are **ranked** based on the **product** purchase condition, and a purchase processing is executed on an **electronic shopping** center selling the **product** of the highest **rank** .

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SYSTEM:OS - DIALOG OneSearch

File 348:EUROPEAN PATENTS 1978-2001/Feb W04

(c) 2001 European Patent Office

File 349:PCT Fulltext 1983-2001/UB=20010222, UT=20010208

(c) 2001 WIPO/MicroPat

**\*File 349: The March 1, 2001 update will be delayed several days**  
due to a change in the data format provided by the supplier

Set	Items	Description
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?ds

Set	Items	Description
S1	3223	(CALL OR DATA) (2W) (CENTER? ? OR CENTRE? ?) OR (ORDER OR FULFILLMENT) (2W) (CENTER? ? OR CENTRE? ? OR DESK? ?)
S2	21631	(PURCHASE OR PURCHASES OR ORDER OR ORDERS OR PROCUREMENT OR ACQUISITION OR FULFILLMENT) (3N) (REQUEST? ? OR REQUESTING OR - PLACE OR PLACES OR PLACING OR SUBMIT? OR TRANSMIT? OR TRANSMISSION)
S3	1574	(ELECTRONIC? OR INTERNET OR WEB OR CYBER OR ONLINE OR ON()-LINE OR VIRTUAL) (2N) (SHOP? OR RETAIL? OR MALL? ? OR CATALOG?) OR "E"() (SHOP? OR TAIL?) OR TEleshop? OR VIDEOTEXT(2N)SHOP?
S4	346094	BUYER? OR SHOPPER? OR CONSUMER? OR CLIENT? OR INDIVIDUAL OR PERSON OR CUSTOMER? OR PURCHASER? OR VENDEE? ? OR PATRON? ?
S5	618163	ITEM OR ITEMS OR GOODS OR PROPERTY OR PRODUCT? ? OR CAR OR CARS OR VEHICLE? ? OR AUTOMOBILE? ? OR AUTO OR HONDA OR VOLVO OR TOYOTA OR MERCHANDISE
S6	140220	PRIORITY OR PRIORITIZ? OR PRIORITIS? OR STATUS OR RANK?
S7	594625	("A" OR "B" OR "C" OR "1" OR "2" OR "3") (3W) (IMMEDIATE OR - SERIOUS OR FUTURE OR ASAP OR HIGH OR LOW OR AS()TIME()PERMITS OR TOP)
S8	3804	(ACTION? ? OR TASK? ? OR "TO"()DO OR ACTIVITY) (5N) (CALL OR DELIVERY OR E()MAIL OR EMAIL OR FOLLOW()UP OR FOLLOWUP OR TEST()DRIVE? ?)
S9	72374	SELLER? OR DEALER? OR MERCHANT? OR VENDOR? OR MANUFACTURER? OR WHOLESALE? OR RETAILER? OR VENDER? OR MERCHANDISER? OR TRADER?
S10	800	SALES()MANAGER? ? OR SALESMANAGER? ? OR SALES()PERSON OR SALES()REP? OR SALESMAN OR SALESWOMAN OR SALESPERSON OR MARKETING()REP? OR CONTACT()PERSON
S11	9	(S1:S3) (S) ((S5 OR CALL OR ORDER) (3N)S6) (S)S7(S)S8
S12	78	(S1:S3) (S) ((S5 OR CALL OR ORDER? ?) (3N)S6) (S)S7
S13	10	S12 AND IC=G06F-017
S14	7	S13 NOT S11
?s s5(5n)s6(5n)(preference? ? or choice) and s7		
	618163	S5
	140220	S6
	144056	PREFERENCE? ?
	83334	CHOICE
	42	S5(5N)S6(5N) (PREFERENCE? ? OR CHOICE)
	594625	S7
	S15	26 S5(5N)S6(5N) (PREFERENCE? ? OR CHOICE) AND S7
?s s15 and ic=g06f-017		
	26	S15
	13192	IC=G06F-017
S16	13	S15 AND IC=G06F-017

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support a **high** volume of media files, which must be considered in the backup/restore plans. Storage capacity...s screen if someone's user ID is disabled, or paging a network administrator if a link to the ISP goes down. Once this initial notification takes place, there should be...or portion of the present description to provide the user with navigation options.

Customized Menu - a menu bar with associated pull-down menus or context sensitive pop-up menus.

Virtual Reality...other event management agents, public Internet hosts currently may not provide event management data to a 3rd party service provider.

New Events [Internet, Intranet, Extranet] New event metrics such as...

Claim

... and inventory have been combined into one Business 542 Component. This could be problematic if a **future** application needs warehouse information, but not inventory information.

Smaller Business Component tends to be more...

16/5,K/2 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
(c) 2001 WIPO/MicroPat. All rts. reserv.

00731982 \*\*Image available\*\*  
**MULTI-ATTRIBUTE SEARCHING SYSTEM AND METHOD FOR ELECTRONIC COMMERCE APPLICATIONS**  
**SYSTEME DE RECHERCHE A ATTRIBUTS MULTIPLES ET PROCEDE DESTINE A DES APPLICATIONS DE COMMERCE ELECTRONIQUE**

Patent Applicant/Assignee:

ONLINE INSIGHT INC, 817 West Peachtree Street, Suite 600, Atlanta, GA 30308, US, US (Residence), US (Nationality)

Inventor(s):

FORSTER Kenneth G, 914 Virginia Avenue, Atlanta, GA 30306, US  
KREBS Paul E, 914 Collier Road, #1304, Atlanta, GA 30318, US  
FLOWERS Charlie, 1206 Parkwood Chase, N.W., Acworth, GA 30102, US

Legal Representative:

KIRSCH Gregory J, Needle & Rosenberg, P.C., Suite 1200, 127 Peachtree Street, N.E., Atlanta, GA 30303, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200045319 A1 20000803 (WO 0045319)  
Application: WO 2000US2249 20000128 (PCT/WO US0002249)  
Priority Application: US 99117828 19990129

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

## Ginger Roberts - Search Report

### Detailed Description

#### Claims

Fulltext Word Count: 53813

### English Abstract

The invention relates to a multi-attribute searching system and method for electronic commerce applications. This system and method provides purchase decision support to a purchaser with respect to a product type. A typical system includes a data store (110) for storing user preferences and a server (105) to interact with a purchaser (135), generate user preferences and provide purchase recommendations. The present invention provides a virtual salesperson that tailors its interaction for each individual consumer. A system according to the present invention educates, asks questions, interprets responses and presents recommendations (370). Further, a detailed preference profile for each individual consumer is collected and stored.

### French Abstract

La presente invention concerne un systeme de recherche a attributs multiples et un procede destine a des applications de commerce electronique. Ce systeme et ce procede permettent a un utilisateur d'utiliser un support de decision d'achat par rapport a un type de produit. Un systeme typique comprend un magasin de donnees (110) destine a conserver des preferences utilisateur et un serveur (105) afin d'interagir avec un acheteur (135), generer des preferences utilisateur et fournir des recommandations d'achat. La presente invention met en oeuvre un vendeur virtuel qui adapte son interaction a chaque consommateur individuel. Selon l'invention un tel systeme eduque, pose des questions, interprete des reponses et presente des recommandations (370). En outre, un profil de preferences detaille est rassemble et conserve pour chaque utilisateur.

### Legal Status (Type, Date, Text)

Publication 20000803 A1 With international search report.

Examination 20001026 Request for preliminary examination prior to end of 19th month from priority date

Main International Patent Class: **G06F-017/60**

### Fulltext Availability:

Detailed Description

### Detailed Description

... the high to the low value must also be 4. Centered at zero, this implies a **high** of 2 and a **low** of -2.

...given level - i.e. even with the highest relative rating, a level can be given a **high** rating or **low** rating, the latter indicating that none of the levels are particularly attractive.

The calculation of...make sense. Examples may include bill presentment without bill payment for a banking product or a bagel and **high** fat for takeout breakfast foods. (Bill payment functionality is usually a prerequisite to bill presentment... $1 - (Z(\text{EstimatedY} - y)^2 / Y - (Y - \text{Meany})^2)$   
Where:

$\text{EstimatedY}_i = m_1 X_{1i} + m_2 X_{2i} + b$

Accounting for **low** R-sq respondents

The system must be capable of excluding respondents whose internal consistency of...him or her find the right solution for a purchasing

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decision. In a nutshell, Precision **Choice** educates the consumer, asks questions, analyzes responses, and presents **ranked product** recommendations.

Precision **Choice** also goes one important step further. The best salespeople learn everything they can about their...Treasury bill. A fund that has under-performed during many months of recent years receives a **high** risk rating. Values for this attribute range from .5 through 1.5.

Three-Year Return...bill. A fund that has under-performed during many months of recent years will receive a **high** risk rating. Values for this attribute range from .5 through 1.5.

Three-Year Return...is complete, and Precision **Choice** is ready to provide product recommendations to the user. Precision **Choice** calculates the utility scores and then compares this information to the **products** in the catalog. The **products** are then **ranked** and returned. Before getting the **product** recommendations from Precision **Choice**, you must get the scores. To calculate the utilities and return the first page of...between 0 and 100 that indicates how closely this product matches the end-user's **product preferences**.

Every **product** in the recommendation set contains this value. The **RANK** parameter identifies where this **product** stands in relation to the other **products** in the catalog.

**RANK** number one is the **product** that best matches the end-user's **preferences**. All product attributes, not just the attributes defined in the study, are returned in the...harness the computing power and resources of multiple physical machines allows Precision **Choice** to achieve a **high** level of scalability.

Each engine in the cluster can handle multiple interviews simultaneously.

Each client...sole entry point for that cluster. It is possible that the adaptor itself may become a bottleneck under **high** -load situations.

The processing an adaptor does is extremely small when compared to the processing...purchasing decision.

The profile can be used in many ways, one of which is to **rank products** from a **product** database.

### Scores and Utilities

While the Precision **Choice** engine conducts an interview, it collects and calculates utilities for each attribute and level in...database and return a set of product recommendations via the GETRECOMMENDATIONS 214 command. The Precision **Choice** engine uses a scoring algorithm to score each **product** and to **rank** the **products**. If a client wants another algorithm, Online Insight would need to develop a custom algorithm...to vendors. This section describes other scenarios that demonstrate some uses and value of the **preference** data.

Notify Consumers of New **Products** that Meet Their **Preferences**  
**Preference** data can be used to **rank** the appeal of new **products**. Imagine that an end-user completed an entire interview but did not purchase a product...

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16/5,K/3 (Item 3 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00726661

SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A COMPATIBILITY-AWARE  
RECOMMENDATION ENGINE

SYSTEME, PROCEDE ET PIECE MANUFACTUREE DESTINES A UN MOTEUR DE  
RECOMMANDATION SENSIBLE A LA COMPATIBILITE

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200039726 A2 20000706 (WO 0039726)

Application: WO 99US30358 19991221 (PCT/WO US9930358)

Priority Application: US 98219585 19981223

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 14535

English Abstract

A recommendation process includes the consideration of the compatibility of the items being recommended. An electronic processing system for generating a compatibility-aware recommendation output set to a user based, at least in part, on a set of item compatibility rules. The system includes a processing system of one or more processors configured to receive applicable data, including i) user preference data, and ii) item compatibility rules, and to produce a compatibility-aware recommendation output set using the user preference data and the item compatibility rules. A method and computer-readable storage device containing the method are also presented.

French Abstract

Selon cette invention, un processus de recommandation comprend la prise en consideration de la compatibilite des articles recommandes. Un systeme de traitement electronique, qui sert a suggerer a un utilisateur un ensemble de sorties avec des recommandations sensibles a la compatibilite, est fonde au moins en partie sur un ensemble de regles de compatibilite des articles. Le systeme comprend un systeme de traitement constitue d'un ou de plusieurs processeurs qui sont configures pour recevoir les donnees applicables, y compris i) les donnees relatives aux



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preferences de l'utilisateur et ii) les regles de compatibilite des articles, et pour emettre un ensemble de sorties avec des recommandations sensibles a la compatibilite en utilisant les donnees relatives aux preferences de l'utilisateur et les regles de compatibilite des articles. L'invention concerne aussi un procede et un dispositif de stockage lisible par ordinateur contenant le procede de l'invention.

Legal Status (Type, Date, Text)

Publication 20000706 A2 Without international search report and to be republished upon receipt of that report.

Examination 20000914 Request for preliminary examination prior to end of 19th month from priority date

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... one-dimensional axis of preference, with the midpoint indicating an ambivalent preference for the item, a **low** value indicating a strong dislike for the item, and a **high** value indicating a strong preference for the item.

Preference data may be presented to the...do not indicate the strength of the preference, some recommender systems may additionally rank the **preference** predictions being returned such that the highest **rank** predictions have the largest probability of being correct. Numerically valued **items** are implicitly **ranked**.

Existing recommender systems generate recommendations by selecting the highest-ranking positive preference values. However, this...

...correlative effects between a current or past purchase, and a recommendation that otherwise would have a **low** ranking. For example, the purchase of 35 mm film may rank low on a recommendation...

...historical set of past purchases. Consequently, the value of some of the recommendations made to a user may be **low**. There is a need to reduce the frequency of occurrence of low value recommendations.

Summm...with the items currently being purchased by the customer. This is ensured by making it a **top** priority to place complements to shopping set items at the top of the recommendation set...restricted to products with specific attributes, for example products that are in-stock or have a **high** mark up.

Another

16/5,K/4 (Item 4 from file: 349)

DIALOG(R) File 349:PCT Fulltext

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00726660 \*\*Image available\*\*

SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR PRODUCING ITEM COMPATIBLE RECOMMENDATIONS

SYSTEME, PROCEDE ET PIECE MANUFACTUREE SERVANT A EMETTRE DES RECOMMANDATIONS COMPATIBLES AVEC UN ARTICLE

Patent Applicant/Assignee:

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Ginger Roberts - Search Report

55344-7905, US, US (Residence), US (Nationality)

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Legal Representative:

GARRETT Arthur S, Finnegan, Henderson, Farabow, Garrett & Dunner, L.L.P.,  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200039725 A2 20000706 (WO 0039725)  
Application: WO 99US30356 19991221 (PCT/WO US9930356)  
Priority Application: US 98220547 19981223

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 15015

English Abstract

A recommendation process includes the consideration of the compatibility of the items to be recommended. An electronic processing system for generating a compatibility-modified recommendation output includes a processing system of one or more sets of processors configured to receive applicable data including i) item recommendation data, and ii) item compatibility rules, and to modify the item recommendation data using the item compatibility rules to produce a compatibility-modified recommendation output set. A method of producing a compatibility-modified recommendation includes receiving applicable data, including i) item recommendation data, and ii) item compatibility rules, and modifying the item recommendation data using the item compatibility rules to produce a compatibility-modified recommendation output set.

French Abstract

Selon cette invention, un processus de recommandation consiste a considerer la compatibilite des articles recommandes. Un systeme de traitement electronique destine a generer une sortie de recommandations a compatibilite modifiee comprend un systeme de traitement constitue d'un ou de plusieurs ensembles de processeurs configures pour recevoir les donnees applicables, y compris i) des donnees de recommandation en rapport avec l'article et ii) des regles de compatibilite de l'article, et pour modifier les donnees de recommandation en rapport avec l'article en utilisant les regles de compatibilite de l'article afin d'emettre un ensemble de sorties avec des recommandations a compatibilite modifiee. Un procede pour emettre une recommandation a compatibilite modifiee consiste a recevoir les donnees applicables, qui comprennent i) des donnees de recommandation en rapport avec l'article et ii) des regles de compatibilite de l'article, et a modifier les donnees de recommandation en rapport avec l'article en utilisant les regles de compatibilite de

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l'article pour emettre un ensemble de sorties de recommandations a compatibilite modifiee.

Legal Status (Type, Date, Text)

Publication 20000706 A2 Without international search report and to be republished upon receipt of that report.

Examination 20000908 Request for preliminary examination prior to end of 19th month from priority date

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... one-dimensional axis of preference, with the midpoint indicating an ambivalent preference for the item, a **low** value indicating a strong dislike for the item, and a **high** value indicating a strong preference for the item.

Preference data may be presented to the...do not indicate the strength of the preference, some recommender systems may additionally rank the **preference** predictions being returned such that the highest **rank** predictions have the largest probability of being correct. Numerically valued **items** are implicitly **ranked** .

Existing recommender systems generate recommendations by selecting the highest-ranking positive preference values. However, this...

...correlative effects between a current or past purchase, and a recommendation that otherwise would have a **low** ranking. For example, the purchase of 35 mm film may rank low on a recommendation...

...historical set of past purchases. Consequently, the value of some of the recommendations made to a user may be **low** . There is a need to reduce the frequency of occurrence of low value recommendations.

Summary...with the items currently being purchased by the customer. This is ensured by making it a **top** priority to place complements to shopping set items at the top of the recommendation set...restricted to products with specific attributes, for example products that are in-stock or have a **high** mark up.

Another example is illustrated in FIG. 13 that shows a cash-register check...

16/5,K/5 (Item 5 from file: 349)

DIALOG(R) File 349:PCT Fulltext

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00713915 \*\*Image available\*\*

METHOD AND APPARATUS FOR CREATING SPECIALIZED MULTIMEDIA THREADS IN A MULTIMEDIA COMMUNICATION CENTER

PROCEDE ET SYSTEME POUR CREER DES FILS MULTIMEDIA SPECIALISES DANS UN CENTRE DE COMMUNICATION MULTIMEDIA

Patent Applicant/Assignee:

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Inventor(s):

## Ginger Roberts - Search Report

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KNUFF Charles Dazler, 2141 Palomar Airport Road #200, Carlsbad, CA 92009, US

### Legal Representative:

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### Patent and Priority Information (Country, Number, Date):

Patent: WO 200026816 A1 20000511 (WO 0026816)

Application: WO 99US25265 19991026 (PCT/WO US9925265)

Priority Application: US 98183390 19981029

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: **G06F-017/30**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 29218

### English Abstract

In a multimedia call center (MMCC) supporting multiple channels and forms of communication and storing call center transactions in a data repository (263), a threading software application has a programming input for a user to enter association criteria, an access function that accesses at least stored data in the data repository, a search function (265) that searches accessed data for association criteria, and notes those data entities that meet the association criteria; and a display function (269) that displays at least indicators of data entities meeting the association criteria. The threading application serves as a research tool for mining data repositories (263) of the call center for information pertinent to business goals of the enterprise hosting the call center. In some embodiments the application is capable of associating transactions occurring real time as well as stored data.

### French Abstract

Dans un centre d'appel multimedia (MMCC) accueillant de multiples canaux et formes de communication et stockant des transactions de centre d'appel dans un gisement de donnees (263), une application logicielle de fils comprend une entree de programmation permettant a un utilisateur d'entrer des criteres d'association, une fonction d'accès pour accéder au moins a des donnees stockees dans le gisement de donnees, une fonction de recherche (265) qui explore les donnees consultees pour des criteres d'association et note celles des entites de donnees qui satisfont aux criteres d'association, et une fonction d'affichage (269) qui affiche au moins des indicateurs d'entites de donnees satisfaisant aux criteres d'association. Cette application logicielle de fils fait office d'outil de recherche pour explorer en profondeur des gisements de donnees (263) du centre d'appel en vue d'obtenir des informations pertinentes pour les

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objectifs de l'entreprise abritant le centre d'appel. Dans certaines formes de realisation, l'application peut associer des transactions s'effectuant en temps reel, ainsi que des donnees stockees.

Legal Status (Type, Date, Text)

Publication 20000511 A1 With international search report.

Examination 20000622 Request for preliminary examination prior to end of 19th month from priority date

Main International Patent Class: **G06F-017/30**

Fulltext Availability:

Detailed Description

Detailed Description

... to physically io store and serve information relevant to customers such as purchase history. financial **status** , **product preferences** . contact information, etc. A central server (COS) 77 acts as a host location for a...the fields complete may be sent to the programmer or system administrator as indicated on a **top** row comprising the label field (loan application), Time begin field (0000), Time End field (00305 ...the transaction. Also an accurate record may later be printed out if required to settle a **future** dispute or unresolved issue related to the transaction.

As an open interface, DIM 30 1...a generic COM container that is provided along with insertable modules in the form of a **desk-top** or server-based tool kit accessible to researcher 320. Once created. an STM such as...

**16/5,K/6 (Item 6 from file: 349)**

DIALOG(R) File 349:PCT Fulltext

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00713904 \*\*Image available\*\*

**METHOD AND APPARATUS FOR SUPPORTING DIVERSE INTERACTION PATHS WITHIN A MULTIMEDIA COMMUNICATION CENTER**

**PROCEDE ET SYSTEME COMPRENANT DIVERS CHEMINS D'INTERACTION DANS UN CENTRE DE COMMUNICATION MULTIMEDIA**

Patent Applicant/Assignee:

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JOHNSTONE Joel A, 5140 Georgetown Avenue, San Diego, CA 92110, US  
MITCHELL Robin Marie, 2041 Manchester Avenue, Cardiff, CA 92007, US  
POWERS James Karl, 4604 Trafalgar Lane, Carlsbad, CA 92008, US  
SIDELL Mark Franklin, 303 Country Club Road, Chapel Hill, NC 27514, US  
KNUFF Charles Dazler, 2141 Palomar Airport Road #200, Carlsbad, CA 92009, US

Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200026804 A1 20000511 (WO 0026804)

Application: WO 99US25310 19991026 (PCT/WO US9925310)

Priority Application: US 98182937 19981029

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

Ginger Roberts - Search Report

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-015/16

International Patent Class: **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 25699

English Abstract

A programmable diverse interaction code module (DIM) (301) in an enterprise-hosted multimedia call center (MMCC) (17) for facilitating and monitoring diverse interactions between parties including customers and business associates communicating through the MMCC (17) includes a database interface for access to an MMCC data repository and an association facility for associating parties to transactions with agents (31, 33, 35, 37) and projects. The association facility assigns association identifiers to parties according to defined projects and issues, and the database interface stores transactions in the data repository. The database interface stores transactions between parties on threaded strings, the threading associated by one or more of project, issue, and chronology, and the DIM (301) is programmable to apply to a single enterprise project.

French Abstract

L'invention concerne un module de code d'interaction en diversite (DIM) (301) dans un centre d'appel multimedia heberge dans l'entreprise (MMCC) (17), qui facilite et surveille diverses interactions entre des parties, notamment des clients et des collaborateurs communiquant par l'intermediaire du MMCC (17). Ce module comprend une interface de base de donnees pour acceder a un organe d'archivage de donnees du MMCC, et une unite d'association pour associer des parties a des transactions s'operant avec des agents (31, 33, 35, 37) et des projets. L'unite d'association attribue des identificateurs d'association aux parties en fonction des projets et des themes identifies, et l'interface de base de donnees enregistre les transactions dans l'organe d'archivage de donnees. L'interface de base de donnees enregistre les transactions effectuees entre les parties dans des chaines thematiques, cette operation etant associee a un ou plusieurs projets, themes et chronologies. Le DIM (301) peut etre programme pour s'appliquer a un seul projet de l'entreprise.

Legal Status (Type, Date, Text)

Publication 20000511 A1 With international search report.

Examination 20000706 Request for preliminary examination prior to end of 19th month from priority date

International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... adapted to physically store and serve information relevant to customers such as purchase history, financial status . product

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preferences , contact information, etc. A central server (COS) 77 acts as a host location for a...the fields complete may be sent to the programmer or system administrator as indicated on a top row comprising the label field (loan application), Time begin field (0000), Time End field (00305...the transaction. Also an accurate record may later be printed out if required to settle a future dispute or unresolved issue related to the transaction.

As an open interface, DIM 301 may...

16/5,K/7 (Item 7 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
(c) 2001 WIPO/MicroPat. All rts. reserv.

00704313

**SYSTEM AND METHOD FOR DISPLAYING LOGISTICS INFORMATION ASSOCIATED WITH A SUPPLY CHAIN**

**SYSTEME ET PROCEDE D'AFFICHAGE D'INFORMATIONS LOGISTIQUES ASSOCIEES A LA PRODUCTION-DISTRIBUTION**

Patent Applicant/Assignee:

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Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 0017773 A2 20000330 (WO 200017773)

Application: WO 99US21434 19990917 (PCT/WO US9921434)

Priority Application: US 98100977 19980918

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ CZ

DE DE DK EE EE ES FI FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG

SI SK SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ

UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT

LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Main International Patent Class: **G06F-017/00** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 6388

English Abstract

A system for displaying logistics information using one or more computers includes a presentation interface. The presentation interface generates a first panel displaying a plurality of icons and a plurality of links. The icons represent entities in a supply chain. Each link couples two of the icons and represents one or more distribution resources for moving one or more items between entities represented by the two icons. Each link indicates a distribution time associated with moving the items between the entities represented by the two icons. Each link may have a length proportional to the distribution time associated with moving the items between the entities represented by the two icons, or may include a time icon indicating the distribution time associated with moving the items between the entities represented by the two icons.

French Abstract

Ce systeme d'affichage d'informations logistiques au moyen d'un ou de

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plusieurs ordinateurs comprend une interface de presentation, laquelle produit un premier panneau affichant plusieurs icones ainsi que plusieurs liens. Les icones representent des entites d'une entreprise de production-distribution. Chaque lien couple deux des icones et represente au moins une ressource de distribution servant a deplacer au moins un article entre des entites representees par les deux icones. Chaque lien indique un temps de distribution associe au deplacement des articles entre les entites representes par les deux icones, et il peut posseder une longueur proportionnelle a ce temps de distribution, ou il peut comporter une icone temps indiquant le temps de distribution associe au deplacement des articles entre les entites representees par les deux icones.

Legal Status (Type, Date, Text)

Search Rpt 20000525 Late publication of international search report  
Examination 20000727 Request for preliminary examination prior to end of  
19th month from priority date

Main International Patent Class: **G06F-017/00** ;

Fulltext Availability:

Detailed Description

Detailed Description

... supply chain. The logistics information may relate to the past performance of a supply chain, a simulated **future** performance of a supply chain based on a proposed logistical plan, or any suitable combination...

...demand fulfillment requirements, order commitments, initial on-hand inventories, maximum and minimum inventory amounts, customer **priority**, carrier **preferences**, transit times, truck or other **vehicle** capacity or availability, truck or other vehicle weight, alternate transportation modes, or any other factors...other suitable elements of a supply chain. For example, in an automotive products supply chain, a **top** plane may include icons 48 representing FORD entities, a bottom plane may include icons 48...of supply entities on each map 102. For example, factory icons 48 may appear on a **top** map 102, distribution center icons 48 may appear on a middle map 102, and customer...

16/5,K/8 (Item 8 from file: 349)

DIALOG(R) File 349:PCT Fulltext

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00691553 \*\*Image available\*\*

**SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MAKING HIGH USER VALUE RECOMMENDATIONS**

**SYSTEME, PROCEDE ET ARTICLES DE FABRICATION POUR FAIRE DES RECOMMANDATIONS DE GRANDE VALEUR A UN UTILISATEUR**

Patent Applicant/Assignee:

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RIEDL John T, RIEDL, John, T. , 1340 California Avenue West, Falcon Heights, MN 55108 , US



## Ginger Roberts - Search Report

### Patent and Priority Information (Country, Number, Date):

Patent: WO 0004474 A1 20000127 (WO 200004474)  
Application: WO 99US15350 19990707 (PCT/WO US9915350)  
Priority Application: US 98118026 19980717

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE  
DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR  
KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI  
SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW  
AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Main International Patent Class: **G06F-017/60** ;

International Patent Class: **G06F-017/30** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 14944

### English Abstract

The invention includes an electronic processing system, a method and a computer readable storage device for generating a serendipity-weighted recommendation output set to a user based, at least in part, on a serendipity function. The system includes a processing system to receive user item preference data and community item popularity data. The processing system is also configured to produce an item recommendation set from the user item preference data, produce a set of item serendipity control values in response to the serendipity function and the community item popularity data, and combine the item recommendation set with the set of item serendipity control values to produce a serendipity-weighted and filtered recommendation output set. The method includes receiving item preference data and community item popularity data. The method further includes producing an item recommendation set from the user item preference data, using the processing system, and generating a set of item serendipity control values in response to the community item popularity data and a serendipity function, also using the processing system. The method also includes combining the item recommendation set and the set of item serendipity control values to produce a serendipity-weighted and filtered item recommendation output set, using the processing system. The computer readable storage device, has a set of program instructions physically embodied thereon, executable by a computer, to perform a method similar to that just described.

### French Abstract

L'invention porte sur un systeme de traitement electronique, un procede et une memoire pouvant etre lue par l'ordinateur, ce systeme permettant de generer un ensemble de sorties de recommandations ponderees par serendipite et adaptees a un utilisateur sur la base, au moins en partie, d'une fonction de serendipite. Le systeme comprend un systeme de traitement qui recoit des donnees de preference d'articles d'un utilisateur et des donnees de popularite d'articles de communautaire. Le systeme de traitement est egalement configure pour produire un ensemble de recommandations d'articles a partir des donnees de preference d'articles d'un utilisateur, un ensemble de valeurs de commande de serendipite d'articles en reponse a la fonction de serendipite et aux donnees de popularite d'articles de communautaire, et combiner l'ensemble de recommandations d'articles avec l'ensemble des valeurs de commande de serendipite d'articles pour produire un ensemble de sorties de recommandations filtrees et ponderees par serendipite. Le procede

## Ginger Roberts - Search Report

consiste a recevoir des donnees de preference d'articles d'un utilisateur et les donnees de popularite d'articles de communaute. Le procede consiste egalement a generer un ensemble de recommandations d'articles a partir des donnees de preference d'articles d'un utilisateur, a l'aide du systeme de traitement, et generer un ensemble de valeurs de commande de serendipite d'articles en reponse aux donnees de popularite d'articles de communaute et a une fonction de serendipite, egalement a l'aide du systeme de traitement. Le procede consiste egalement a combiner l'ensemble de recommandations d'articles et l'ensemble des valeurs de commande de serendipite d'articles pour produire un ensemble de sortie de recommandations d'articles filtrees et ponderees par serendipite, a l'aide du systeme de traitement. La memoire pouvant etre lue par l'ordinateur comporte un ensemble d'instructions de programme physiquement incorporees, pouvant etre executees par l'ordinateur, de facon a realiser un procede similaire au procede precite.

Main International Patent Class: **G06F-017/60** ;

International Patent Class: **G06F-017/30** ;

Fulltext Availability:

Detailed Description

### Detailed Description

... interests and expectations are to the user's. For example, a user might be given a **high** prediction for the movie "Sense and Sensibility," because other users in the community who shared... one-dimensional axis of preference, with the midpoint indicating an ambivalent preference for the item, a **low** value indicating a strong dislike for the item, and a **high** value indicating a strong preference for the item.

Preference data may be presented to the...

...do not indicate the strength of the preference, some recommender systems may additionally rank the **preference** predictions being returned such that the highest **rank** predictions have the largest probability of being correct. Numerically valued **items** are implicitly **ranked** .

Existing recommender systems generate recommendations by selecting the highest-ranking positive preference values. However, this...be useless to the user, since Clancy is a very popular author and there is a **high** probability that the user already knew of the recent Clancy release independently of the recommendation...serendipity control functions are described as follows, with particular reference to FIG. 6.

Highfrequency cutoff. A **high** frequency cutoff control assigns a 0 to all items with a community popularity value greater than a specified cutoff value, and a 1 to all other items. A graph of a **high** frequency cutoff control function is shown in 602. Items that are very popular among the entire user base, and hence have a **high** community popularity value, are likely to be known by the user.

Recommending an obvious item is not a useful functionality for a recommender system. The **high** frequency cutoff function provides a method to prevent popular items from being recommended.

In illustration, consider the community popularity input summarized in Table 11. A **high** frequency cutoff function might be configured to remove from consideration any items that have been...

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...community popularity value higher than 75% does not provide any value to the customer. As a result, the **high** frequency cutoff function assigns a serendipity control value of 0 to any items with fp then  $w = 1$  else  $w=0$   
Lowfrequency cutoff. A low frequency cutoff function is shown in 604. Items with a community popularity value lower than...  
...number of times.

Again consider the data illustrated in Table 11. In the case where a low frequency cutoff function is chosen so that items with fp less than 15% are discarded...function personalized to that user. For example, where a dynamically adapted function is based on a **high** frequency cutoff function, the cutoff popularity value may be dynamically controlled. Consequently, the user may...

...weighted and filtered recommendations presented to him or her. Where the recommendations are accepted at a low rate, the serendipity function may be altered to produce a greater number of serendipity weighted...  
...functions into a single function. For example, consider the combined function 610. This function represents a combination of **high** -frequency cutoff, low-frequency cutoff, and frequency normalization. If the community popularity value is below...Consider again the example described in FIG. 4, where the further assumption is made that a low frequency cutoff serendipity control function is being used, and that the low cutoff is set...

16/5,K/9 (Item 9 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00691545 \*\*Image available\*\*  
SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR INCREASING THE USER VALUE OF RECOMMENDATIONS  
SYSTEME, PROCEDE ET ARTICLE POUR AMELIORER LA VALEUR DES RECOMMANDATIONS AUX UTILISATEURS

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 0004464 A1 20000127 (WO 200004464)

Application: WO 99US15290 19990707 (PCT/WO US9915290)

Priority Application: US 98118025 19980717

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Main International Patent Class: G06F-017/30 ;

International Patent Class: G06F-017/60 ;

## Ginger Roberts - Search Report

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 14566

### English Abstract

The invention includes a system, method and article of manufacture for generating a serendipity-weighted recommendation output set to a user based, at least in part, on a serendipity function. The system includes a processing system of one or more processors configured to receive applicable data that includes item recommendation data and community item popularity data. The processing system is also configured to produce a set of item serendipity control values in response to the serendipity function and the community item popularity data, and to combine the item recommendation data with the set of item serendipity control values to produce a serendipity-weighted and filtered recommendation output set. The method includes receiving applicable data by the processing system, including inputting item recommendation data and community item popularity data. The method further includes generating a set of item serendipity control values in response to the community item popularity data and a serendipity function, using the processing system, and combining the item recommendation data and the set of item serendipity control values to produce a serendipity-weighted and filtered item recommendation output set, also using the processing system. The invention also includes a computer readable medium having a set of program instructions physically embodied thereon, executable by a computer, to perform a method similar to the method described above.

### French Abstract

L'invention porte sur un systeme, un procede et un article de fabrication permettant de generer une sortie de recommandation ponderee par serendipite definie pour un utilisateur sur la base, au moins en partie, d'une fonction de serendipite. Le systeme comprend un systeme de traitement d'un ou plusieurs processeurs configures pour recevoir des donnees d'application comprenant des donnees de recommandations d'articles et des donnees de popularite d'articles de communautaire. Le systeme de traitement est egalement configure pour produire un ensemble de valeurs de commande de serendipite d'articles en reponse a la fonction de serendipite et aux donnees de popularite d'articles de communautaire, et combiner les donnees de recommandations d'articles avec l'ensemble des valeurs de commande de serendipite d'articles pour produire un ensemble de sortie de recommandations filtrees et ponderees par serendipite. Le procede consiste a recevoir des donnees d'application par le systeme de traitement et a introduire les donnees de recommandation d'articles et les donnees de popularite d'articles de communautaire. Le procede consiste egalement a generer un ensemble de valeurs de commande de serendipite d'articles en reponse aux donnees de popularite d'articles de communautaire et a une fonction de serendipite, a l'aide du systeme de traitement, et combiner les donnees de recommandation d'articles et l'ensemble de valeurs de commande de serendipite d'articles pour produire un ensemble de sortie de recommandations d'articles filtrees et ponderees par serendipite, egalement a l'aide du systeme de traitement. L'invention comprend egalement un support pouvant etre lu par l'ordinateur et dans lequel est physiquement incorpore un ensemble d'instructions de programme, pouvant etre execute par l'ordinateur, de facon a realiser un procede similaire au procede precite.

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Legal Status (Type, Date, Text)

Correction 20000727 Corrected version of Pamphlet: pages 1/17-17/17,  
drawings, replaced by new pages 1/17-17/17; due to  
late transmittal by the receiving Office

Main International Patent Class: **G06F-017/30** ;

International Patent Class: **G06F-017/60** ;

Fulltext Availability:

Detailed Description

### Detailed Description

... interests and expectations are to the user's. For example, a user might be given a **high** prediction for the movie "Sense and Sensibility," because other users in the community who shared... one-dimensional axis of preference, with the midpoint indicating an ambivalent preference for the item, a **low** value indicating a strong dislike for the item, and a **high** value indicating a strong preference for the item.

Preference data may be presented to the...

...do not indicate the strength of the preference, some recommender systems may additionally rank the **preference** predictions being returned such that the highest **rank** predictions have the largest probability of being correct. Numerically valued **items** are implicitly **ranked** .

Existing recommender systems generate recommendations by selecting the highest-ranking positive preference values. However, this...be useless to the user, since Clancy is a very popular author and there is a **high** probability that the user already knew of the recent Clancy release independently of the recommendation...control functions are described as follows, with particular reference to FIG. 6.

is

Highfrequency cutoff. A **high** frequency cutoff control assigns a 0 to all items with a community popularity value greater than a specified cutoff value, and a 1 to all other items. A graph of a **high** frequency cutoff control function is shown in 602. Items that are very popular among the entire user base, and hence have a **high** community popularity value, are likely to be known by the user.

Recommending an obvious item is not a useful functionality for a recommender system. The **high** frequency cutoff function provides a method to prevent popular items from being recommended. In illustration, consider the community popularity input summarized in Table 11. A **high** frequency cutoff function might be configured to remove from consideration any items that have been...community popularity value higher than 75% does not provide any value to the customer. As a result, the **high** frequency cutoff function assigns a serendipity control value of 0 to any items with fp...

...using the following:

```
if fp < 0.75
then w = 1
else w=0
```

Lowfrequency cutoff. A **low** frequency cutoff function is shown in 604. Items with a community popularity value lower than...

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...number of times.

Again consider the data illustrated in Table 11. In the case where a low frequency cutoff function is chosen so that items with fp less than 15% are discarded...

...1.

This function may be calculated using the following:

```
if fp > 0.15
then W = 1
else w = 0
```

**High** Frequency Dampening. This function is illustrated as graph 606, and may be described as a...function personalized to that user. For example, where a dynamically adapted function is based on a **high** frequency cutoff function, the cutoff popularity value may be dynamically controlled. Consequently, the user may...

...weighted and filtered recommendations presented to him or her. Where the recommendations are accepted at a low rate, the serendipity function may be altered to produce a greater number of serendipity weighted...

...into a single function. For example, consider the combined function 6 10. This function represents a combination of **high** -frequency cutoff, low-frequency cutoff, and frequency normalization. If the community popularity value is below...Consider again the example described in FIG. 4, where the further assumption is made that a low frequency cutoff serendipity control function is being used, and that the low cutoff is set...

16/5,K/10 (Item 10 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
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00662030 \*\*Image available\*\*

IDENTIFYING THE ITEMS MOST RELEVANT TO A CURRENT QUERY BASED ON ITEMS  
SELECTED IN CONNECTION WITH SIMILAR QUERIES

IDENTIFICATION DES ENTITES REpondANT LE MIEUX A UNE RECHERCHE COURANTE  
SELON LES ENTITES SELECTIONNEES PAR RAPPORT A DES RECHERCHES ANALOGUES

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SPIEGEL Joel R, SPIEGEL, Joel, R. , 14026 227th Avenue N.E., Woodinville,  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 9945487 A1 19990910

Application: WO 98US26985 19981218 (PCT/WO US9826985)

Priority Application: US 9833824 19980303; US 9841081 19980310

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV  
MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG  
US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT  
BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA

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GN GW ML MR NE SN TD TG

Main International Patent Class: **G06F-017/60** ;

International Patent Class: **G06F-017/30** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 7138

English Abstract

The present invention provides a software facility for identifying the items most relevant to a current query based on items selected in connection with similar queries. In preferred embodiments of the invention, the facility receives a query specifying one or more query terms. In response, the facility generates a query result identifying a plurality of items that satisfy the query. The facility then produces a ranking value for at least a portion of the items identified in the query result by combining the relative frequencies with which users selected that item from the query results generated from queries specifying each of the terms specified by the query. The facility identifies as most relevant those items having the highest ranking values.

French Abstract

L'invention concerne une fonction logicielle permettant d'identifier les entites repondant le mieux a une recherche courante selon les entites selectionnees par rapport a des recherches analogues. Selon des modes de realisation preferes, la fonction recoit une recherche precisant un ou plusieurs termes de recherche. En reaction, la fonction genere un resultat de recherche identifiant une pluralite d'entites repondant a la recherche. La fonction produit ensuite une valeur de classement pour au moins une partie des entites a partir des resultats de la recherche generes a partir des recherches precisant chacun des termes precises par la recherche. La fonction considere comme appropriees toutes les entites dont les valeurs de classement sont les plus elevees.

Main International Patent Class: **G06F-017/60** ;

International Patent Class: **G06F-017/30** ;

Fulltext Availability:

Detailed Description

Detailed Description

... about queries submitted in different time frames.

BRIEF DESCRIPTION OF THE DRAWINGS

Figure I is a **high** -level block diagram showing the computer system upon which the facility preferably executes.

Figure 2...into the rating scores information about queries submitted in different time frames.

Figure I is a **high** -level block diagram showing the computer system upon which the facility preferably executes. As shown...

...preferably contains a query server 131 for generating query results from queries, a query result **ranking** facility 132 for automatically **ranking** the **items** in a query result in accordance with collective user **preferences** , and item rating tables 133 used by the facility. While the facility is preferably implemented...

16/5,K/11 (Item 11 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00590235 \*\*Image available\*\*

**CONSUMER PROFILING SYSTEM WITH ANALYTIC DECISION PROCESSOR**  
**SYSTEME DE DETERMINATION DU PROFIL DE CONSOMMATEURS A PROCESSEUR DE**  
**DECISION ANALYTIQUE**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9835297 A1 19980813

Application: WO 98US1515 19980128 (PCT/WO US9801515)

Priority Application: US 97794387 19970206

Designated States: CA GB JP NO AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL  
PT SE

Main International Patent Class: G06F-015/18;

International Patent Class: **G06F-017/30** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 10187

English Abstract

A system which processes information to identify product choices within a product domain for a user, presents structured data concerning attributes of products in the product domain to the user in a readily understandable and efficient manner, allowing the user to make the best choice according to his or her own personal profile. A user interface (20, 21 and 22) presents a sequence of input prompts to the user to gather preference and requirement data for a plurality of attributes of products in the product domain. A decision engine (10) is coupled to the user interface (20, 21 and 22) and filters the product domain to present a set of products according to the gathered preference and requirement data as product choices to the user.

French Abstract

Un systeme qui traite des informations afin d'identifier des choix de produits a l'interieur d'un domaine de produits pour un utilisateur presente, a l'utilisateur, des donnees structurees concernant des attributs de produits dans le domaine de produits d'une maniere facilement comprehensible et efficace, permettant a l'utilisateur ou a l'utilisatrice de faire le meilleur choix selon son propre profil personnel. Une interface utilisateur (20, 21 et 22) presente a l'utilisateur une sequence de messages entres afin de regrouper des donnees de preference et de conditions pour une pluralite d'attributs de produits, dans le domaine de produits. Une machine de decision (10) est couplee a l'interface utilisateur (20, 21 et 22) et filtre le domaine de produits, afin de presenter a l'utilisateur un ensemble de produits, selon les donnees de preference et de conditions recueillies, sous la



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forme de choix de produits.

International Patent Class: **G06F-017/30** ;

Fulltext Availability:

Detailed Description

Detailed Description

... of the consumer for a particular attribute. The personal profile is then applied to a **product** domain using intelligent normalization routines, to produce a **ranked** list of **items** which satisfy the requirements ordered by the **preferences** expressed by the user. Thus, an analytic decision processing tool is provided that uses a **low** level representation of a consumer's profile based on requirements and preferences, and an abstract...module 103. The decision engine module 100 comprises an analytical decision processing module that uses a **low** level representation of a consumer's profile and an abstract hierarchical and statistical representation of...question and answer sequence, determines valid ranges of attributes based on the remaining sets, and **rank**s the remaining sets of **items** based on the **preference** values.

The engine parameter structure 115 includes information such as normalization routines for specific measurement...to 1.0 in a normalized embodiment. Also, the engine simultaneously checks requirements and computes **preference ranking** through each **item**. The engine progressively moves down the measured attribute vector instance, checking each item within the...

...the item is marked as infeasible.

In addition to requirement processing, the engine computes the **item ranking** based on that user's **preferences**. If the **item** is feasible, the marginal contribution for this attribute, that is its normalized measured attribute value...end of the vector. Thus, a result is generated and presented to the user showing **items** that meet the requirements **ranked** according to the user's **preferences**.

The decision engine is also run in attribute direction, during the prompting process as described...item to be dropped from the list. Rather the information is used to lower the **item**'s **ranking** on the list. The "like" setting sets a positive **preference** for the feature and increases the **item**'s **ranking** on the list. Buttons on Fig. 9 are preferred on pages where the list of...

16/5,K/12 (Item 12 from file: 349)

DIALOG(R)File 349:PCT Fulltext

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00584400 \*\*Image available\*\*

INTERNET MULTIPLEXER FOR BROADCAST AND OTHER INFORMATION

MULTIPLEXEUR INTERNET POUR EMISSIONS ET AUTRES TYPES D'INFORMATIONS

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Inventor(s):

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WEINSTEIN Steven, WEINSTEIN, Steven, 722 Southamton Drive, Palo Alto, CA  
94301, US

Patent and Priority Information (Country, Number, Date):

## Ginger Roberts - Search Report

Patent: WO 9828698 A1 19980702  
Application: WO 97US23517 19971217 (PCT/WO US9723517)  
Priority Application: US 96770238 19961220

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CZ DE DK EE ES FI  
GB GE GM HU ID IS JP KE KG KP KR KZ LK LR LT LU LV MD MG MN MW MX NO NZ  
PL PT RO RU SD SE SG SI SK TJ TM TT UA UG US UZ VN GH GM KE LS MW SD SZ  
UG ZW AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI  
CM GA GN ML MR NE SN TD TG

Main International Patent Class: **G06F-017/30** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 9736

### English Abstract

The invention provides a method and system for receiving incoming information from multiple information sources, both interactive and passive, and for engagingly presenting that information to a recipient on a presentation interface. The system includes a "background" element, which interacts with interactive information sources and receives from passive information sources, and determines whether information from those sources is likely to be interesting to the recipient, possibly using one information source to determine priority for another. The system also includes a "foreground" element, which presents information to the recipient when active, but not when inactive. The background is operative even when the foreground element is inactive, and when the background detects new information of interest to the recipient (for example, exceeding a selected threshold of interest or satisfying a selected criterion for interest), it causes the foreground to become active and engage the recipient to select and view that new information. The threshold or criterion may be adaptively responsive to recipient preferences, whether explicitly expressed or implied, but may also be relatively fixed, such as a scheduled time of day.

### French Abstract

L'invention concerne un procede et un systeme permettant de recevoir des informations d'entrees provenant de diverses sources d'informations, qu'elles soient interactives ou passives, et de presenter ces informations de facon attrayante a un destinataire via une interface de presentation. Le systeme comporte un module d'arriere-plan" en interaction avec des sources d'informations interactives, qui est en reception avec des sources d'informations passives et qui determine si les informations en provenance de ces sources sont susceptibles d'interesser le destinataire, en donnant eventuellement la priorite a une source d'informations sur une autre. Le systeme comprend egalement un module "d'avant-plan" qui, lorsqu'il est actif, prend en charge la presentation des informations au destinataire. L'arriere-plan est actif meme lorsque le module d'avant-plan est inactif, et quand l'arriere-plan detecte de nouvelles informations pouvant interesser le destinataire (par exemple, des informations depassant une cote d'interet donnee ou repondant a un critere de selection donne), il active l'avant-plan et invite le destinataire a selectionner et visualiser ces nouvelles informations. La cote ou le critere peuvent s'adapter en reaction aux preferences du destinataire, qu'il les ait explicitement exprimees ou non, mais peuvent egalement etre relativement fixes, comme dans le cas d'une heure determinee de la journee.

Ginger Roberts - Search Report

Main International Patent Class: **G06F-017/30** ;

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... output device 131 comprises a television monitor and a speaker.

The television monitor preferably has a large screen and **high** resolution so as to promote viewing of at least one primary image and a plurality...adaptively determine from a history of the recipient's selections that the recipient will have a **high** interest in viewing that particular television show for presentation at that particular day of the...

Claim

... Apparatus as in claim 38, wherein said background element includes a comparator coupled to said **items** and to at least one recipient **preference** , said **priority** being assigned in response to an output of said comparator.

43. Apparatus as in claim...

16/5,K/13 (Item 13 from file: 349)

DIALOG(R)File 349:PCT Fulltext

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00527129 \*\*Image available\*\*

**INTELLIGENT AGENTS FOR ELECTRONIC COMMERCE**

**AGENTS INTELLIGENTS POUR COMMERCE ELECTRONIQUE**

Patent Applicant/Assignee:

PERSONAL AGENTS INC

Inventor(s):

PECKOVER Douglas L

Patent and Priority Information (Country, Number, Date):

Patent: WO 9726612 A1 19970724

Application: WO 97US1057 19970117 (PCT/WO US9701057)

Priority Application: US 9610087 19960117

Designated States: AU CA CN IL JP KR MX AM AZ BY KG KZ MD RU TJ TM AT BE CH

DE DK ES FI FR IE IT LU MC NL PT SE

Main International Patent Class: **G06F-017/60** ;

International Patent Class: G06G-007/52;

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 25015

English Abstract

A system for electronic commerce (10) having personal agents (12 and 13) that represent consumers and providers in a virtual marketplace (28). Consumer personal agents conceal the identity of the consumer and are capable of creating decision agents (14) that shop for products and assist consumers in comparing and ranking products. Provider personal agents are capable of creating demand agents (16) that quantify demand and target specific consumers without learning the identity of the consumers. Based on data generated by the activities of the decision agents and on preference data maintained by consumer personal agents, provider personal agents can quantify current, historical, and future

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demand, simulate demand, and target specific consumers for advertising and other messages. Provider personal agents can cooperate with consumer personal agents to collect data about reasons for sales and lost sales and to offer consideration payments to consumers. Consumer personal agents can automatically reject unsolicited messages that do not satisfy the consumer's preferences.

### Japanese Abstract

La presente invention concerne un systeme de commerce electronique (10) comportant des agents personnels (12, 13) representant des consommateurs et des fournisseurs sur un marche virtuel (28). Les agents personnels consommateurs cachent l'identite du consommateur et sont capables de creer des agents de decision (14) achetant des produits et aidant les consommateurs a comparer et classer les produits. Les agents personnels fournisseurs sont capables de creer des agents de demande (16) qui quantifient la demande et des consommateurs cibles specifiques sans avoir a apprendre l'identite des consommateurs. Partant des donnees generees par les activites des agents de decision et des donnees de preference tenues a jour par les agents personnels consommateurs, les agents personnels fournisseurs peuvent quantifier les demandes presente, passee et future, simuler la demande, et peuvent quantifier les consommateurs cibles specifiques auxquels adresser la publicite et d'autres messages. Ces agents personnels fournisseurs peuvent cooperer avec les agents personnels consommateurs pour saisir des donnees sur les raisons motivant les ventes effectuees ou manquees et proposer aux consommateurs des paiements a contreparties. Les agents personnels consommateurs peuvent refuser automatiquement les messages non sollicites qui ne satisfont pas a leurs preferences de consommateurs.

Main International Patent Class: **G06F-017/60** ;

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Detailed Description

Claims

### Detailed Description

... way for consumers to seek out providers that are willing to pay considerations.

0 When a consumer has an **immediate** need for product or service information, it may be ...with yet another provider, a provider can easily end up with a list that contains a **high** proportion of names of consumers who are not at all interested in the provider's...

...is expensive to target advertisements to specific customers. As mentioned above, mailing lists frequently contain a **high** percentage of names of uninterested customers, yet buying or renting mailing lists is costly. Controlled...the user so desires. Delivery Manager 56 queues messages that are to be delivered at a **future** time.

Delivery Manager 56 also rejects unsolicited messages, unless the message meets the user's...Manager comprises the functional components:

an Ad Indexing function 144,  
an Active Ads function 146,  
a **Future** Ads function 148,  
an Expired Ads function 150,  
an Active Decision Agent Manager function 152...

...see below) is notified so that pending searches can be matched against

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the new advertisement.

A **Future** Ads function 148 maintains ads that have been submitted to the Market, but are not...from the agent to the Market's Query Logger function, and adds the agent to a queue of **Immediate** Agents 156 (steps 298 - 302).

Referring back to Figure 11, Decision Agent 14 is now...

...to generally by reference numeral 236.

Decision Agent 14 performs an immediate search by invoking a Perform **Immediate** Search subroutine (step 308). Even if an extended search is chosen by the consumer, an...which visit multiple Web sites or databases over the Internet.

Referring now to Figure 16, a Perform **Immediate** Search subroutine is referred to generally by reference numeral 308. An immediate search begins when...

Claim

... the active advertisements function so that pending searches can be matched against the new advertisement; a **future** advertisements function for maintaining advertisements that have been submitted to the market, but ...the active advertisements function so that pending searches can be matched against the new advertisement; a **future** advertisements function for maintaining advertisements that have been submitted to the market, but are not...from the agent to the market's query logger function; and adding the agent to a queue of **immediate** agents.

26. A method for searching for a product according to Claim 22 wherein the...consumer agent delivering said search results to said communication device; whereby said consumer can gather **product** data that is automatically filtered and **ranked** according to said consumer **preferences** .

37. The method of claim 36 further comprising:

providing a data base of advocate evaluation...  
...historical data within said persistent market data, and said analyzing quantifies historical consumer demand.

41.A method for quantifying **future** demand for a certain product or a certain product category, utilizing persistent market data generated...

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